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Dated: May 12, 2003

Signature:

(Deborah A. Hamill)

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LAWRENCE
5-12-03

Docket No.: 20136-00328-US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Mark L. Ernest, et al.

Application No.: 10/005,862

Group Art Unit: 3623

Filed: November 8, 2001

Examiner: B. Doren

For: AUTOMATED INFORMATION
TECHNOLOGY MANAGEMENT SYSTEM

AMENDMENT

Box Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated February 13, 2003 (Paper No. 3), please amend the above-identified U.S. patent application as follows:

IN THE CLAIMS:

Kindly amend the claim 10 as follows:

10. (Amended) A system for managing an IT infrastructure having a plurality of components for providing a plurality of services, said system comprising:

an agent associated with each of the components, said agent identifying each transaction of a service performed by said IT infrastructure; and

an information collection system for collecting from said agents transaction information relating to each service performed, said system determining from said transaction information which of said components are involved in said transaction.